

**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

600 Hidden Ridge Drive
Irving, Texas 75038
MailCode HQE03H14
Phone: 972/718-4800
Fax: 972/718-3946
E mail:
christian.andersen@verizon.com

To: U.S. Patent and Trademark Office – From: Christian R. Andersen
MAIL STOP: Amendment Specialist – Intellectual Property
Examiner: J. AVELLINO
Group Art Unit: 2143
Confirmation No.: 2133

RECEIVED
CENTRAL FAX CENTER

SEP 13 2005

Fax: 571-273-8300 Pages with 16
Cover:

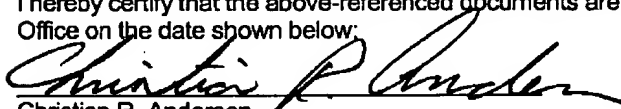
FORMAL SUBMISSION OF:

- 1) Amendment.

Title: GRAPHICAL USER INTERFACE AND METHOD FOR CUSTOMER CENTRIC
NETWORK
Serial No. 09/539,972
Filing Date: March 31, 2000
First Named Inventor: Boris S. ELMAN
Atty. No. 99-837 RCE 2

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: September 13, 2005

**RECEIVED
CENTRAL FAX CENTER**

SEP 13 2005

PATENT

Customer No. 32,127

Attorney Docket No. 99-837 RCE 2

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Boris S. ELMAN et al.)	Group Art Unit: 2143
)	
Application No.: 09/539,972)	Examiner: J. Avellino
)	
Filed: March 31, 2000)	Confirmation No.: 2133
)	
For: GRAPHICAL USER INTERFACE)	Mail Stop Amendment
AND METHOD FOR CUSTOMER)	
CENTRIC NETWORK)	
MANAGEMENT)	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT

In reply to the Office Action mailed June 13, 2005, the period for response extending through September 13, 2005, please amend the application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.